

**Process for Responding to Inquiries Regarding GKM
from congressionals, elected officials, or their staff**

1. Inquiries will be sent to HQ or the Region.
2. Inquiries received by HQ are vetted to determine whether they need to be sent to the Region or handled in HQ.
3. HQ will assign a priority to the inquiry:
 - Priority 1 (24-48 hours)
 - Priority 2 (3-5 days)
 - Priority 3 (7-10 days)
4. If appropriate for regional response, they will be sent to the Incident Command Liaison (ICL, currently Patti Tyler).
5. If appropriate for HQ response, they will still be sent to the ICL, noting that the request is “Not for triage. To be handled out of HQ.”
6. ICL processes inquiry.
 - Input request into master table, which will help determine if there are similar inquiries we have already responded to
 - Assigning an inquiry #
7. ICL sends inquiry to a “triage group”, which will be determined by each Region.
 - *Groups by Region forthcoming*
 - [EOC Liaison@epa.gov](mailto:EOC_Liaison@epa.gov) and Carolyn Levine should be included in this group for all Regions.

Please see attached Excel spreadsheet “Congressional Inquiries Triage” for an example.

8. The decisions made by the Triage Team would be:
 - **POC for Response:** who in the Region, or Incident Command, are we going to ask to prepare the response?
 - **Legal Approval Needed and if so, Assign a Lead Office (e.g., ORC, OGC, ECEJ, etc):** Legal Approval will be needed for everything, for example documents that are already publically available.
 - **JIC Approval Needed?** JIC approval will be needed for everything, for example documents that are already publically available.
9. Triage Team should respond to the triage requests as quickly as possible to determine where to send the inquiry to.
10. ICL sends inquiry to POC for Response, with a cc to the RCL.
11. ICL receives a final response ONLY – no drafts or working documents.
12. ICL will not consider responses FINAL until they have Legal approval (if needed) and JIC approval (if needed)
 - POC for Response is responsible for ensuring legal approval (if required). Responses should indicate “Approved by X in ORC/OGC/ECEJ on X date”.
 - ICL is responsible for ensuring JIC approval (if required).
 - ICL is responsible for determining if the response can be disseminated publically (i.e., put on the website).
13. ICL will send the FINAL response to [EOC Liaison@epa.gov](mailto:EOC_Liaison@epa.gov), Carolyn Levine, the RCL with a cc to the POC.